

Fig. 1

Add Entry

Entry:

Question:

Hidden Keyword(s): Weight: Flag ☒

Ignore Word(s): Weight: Flag ☒

Answer:

Hidden Keyword(s): Weight: Flag ☐

Ignore Word(s): Weight: Flag ☐

Department: Category: %

☒ Contact if entry selected:

Fig. 2

TO: Authoring-mailbox@yourcompany.com

FROM: jsmithe@yourcompany.com

SUBJECT:

FAQ=E-FAQ

.PASSWORD=1234

<Question> What are the system requirements? <Question>

<Answer> Windows NT4.0. <ignore> See

http://www.yourcompany.com </ignore> <Answer>

328 332 334 326

Fig. 3

302

306 TO: authoring-mailbox@yourcompany.com

308 SUBJECT:

310 .FAQ Big Dogs

.PASSWORD St. Bernard

.DELETE Q123456789012345

402 .DELETE Q345678901234567

.DELETE Q901234567890123

404

400

Fig. 4

602 604 606 608 610 610

Id	Question	Answer	Keyword1	Sales	Production
1	Q1	A1		.9	.1
2	Q2	A2		.5	0
3	Q3	A3		.7	.3
4	Q4	A4		.6	.8

Fig. 6

702 704 706 708 704 706 700

Word	Entry Id. #1	Question #1 Statistic	Answer #1 Statistic	Entry Id. #2	Question #2 Statistic
System	100	12	1	204	35
Computer	91	0	8	108	4

Fig. 7

09934209 031604

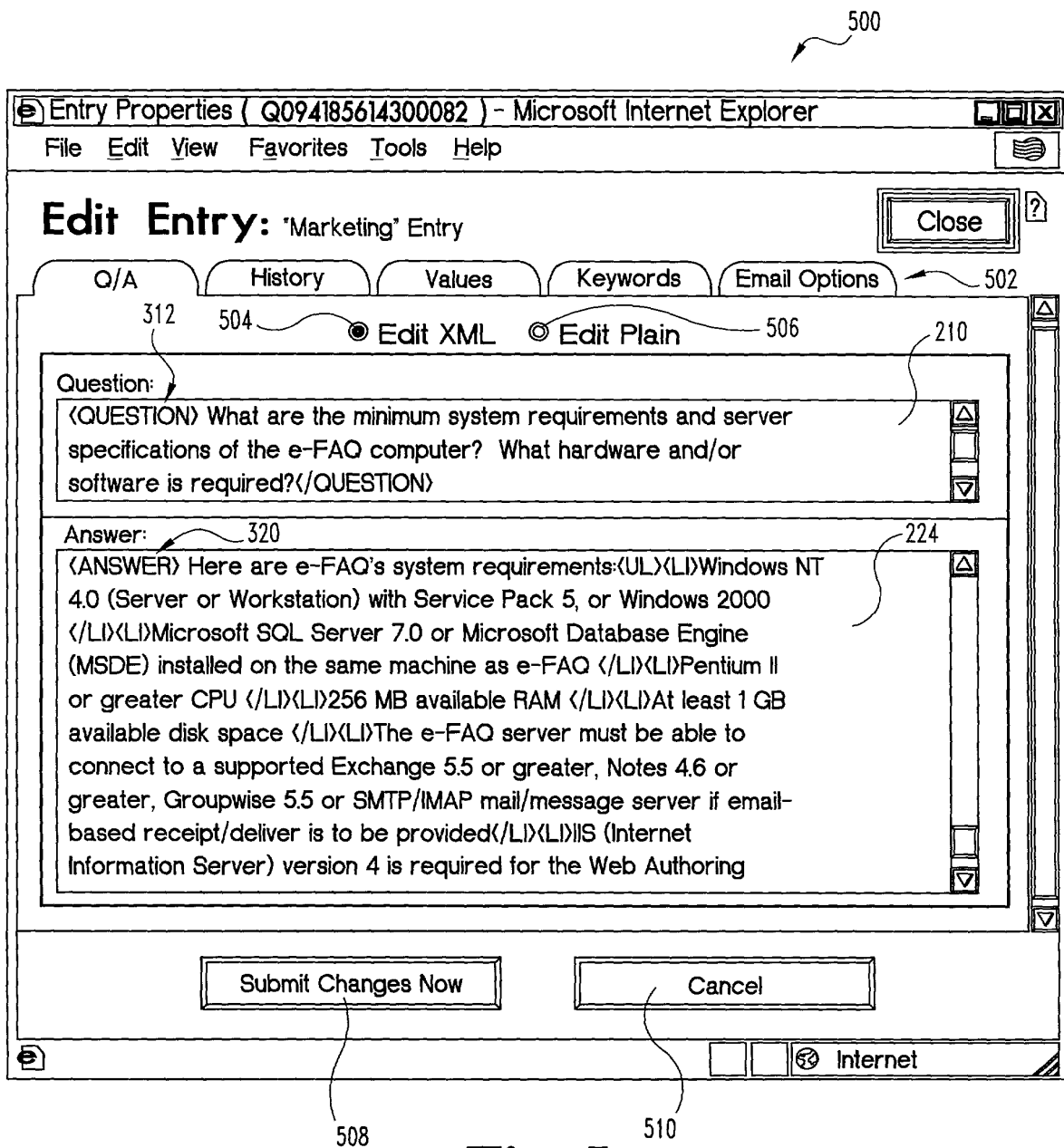


Fig. 5

Entry: 10 Prev. Next Submit

Question: What are the System Requirements?

Answer: Windows NT4.0

Alternate Question: Are you required to update the system?

Ignore Select

Fig. 8

Alias Definitions						
Word	Alias	Rule	During Query	Entry Index/Added	Additional	
I	Customer		X			
You	Company		X			
IP	Internet Protocol		X	X		
You	Customer			X		
You	I			X		

Fig. 9

1000

Response Method:

☐ Web ☒ E-mail

Question about e-FAQ:

Grading: ☐ Generous ☒ Normal ☐ Strict

Weighting: Question: Answer:

Answer relative to Question:

Submit your query above, or click on a FAQ name below to view all entries

Marketing

FAQ containing general and pre-sales questions about e-FAQ.

1002

1004

1006

1008

1010

1012

1014

1016

Fig. 10

1100

From: Doe, John [mailto:jdoe@doe.com]

Sent: Fri, 9 Jun 2000 10:08:27 -0500

To: efaq@inin.com

Subject: Question

What are the system requirements for e-FAQ Servers?

Regards,

John Doe

1102

1104

1106

1108

1110

1112

Fig. 11

Dear Doe, John:

Thank you for writing to efaq@yourcompany.com. Your email has been received and initially processed by e-FAQ(tm) by Interactive Intelligence. This is an automated response generated by matching your message against our database of frequently asked questions.

Based on your inquiry, the following entries seem most appropriate:

QUESTION: What are the minimum system requirements and server specifications of the e-FAQ computer?

Here are e-FAQ's system requirements:

- * Windows NT 4.0 (Server or Workstation) with Service Pack 5
- * Microsoft SQL Server 7.0 or Microsoft Database Engine (MSDE) installed on the same machine as e-FAQ
- * Pentium II or greater CPU
- * 256 MB available RAM
- * At least 1 GB available disk space
- * The e-FAQ server must be able to connect to a supported Exchange 5.5 or greater, Notes 4.6 or greater, Groupwise 5.5 or SMTP/IMAP mail/message server if email-based receipt/delivery is to be provided
- * IIS (Internet Information Server) version 4 is required for the Web Authoring interface

NOTE: The message server can be Unix, Linux, NT, etc., as long as it's fully SMTP/IMAP compliant.

[Q094185614300082]

QUESTION: What are the RAM/memory and disk space requirements of the server on which e-FAQ runs?

e-FAQ requires a minimum of 256MB RAM. More memory may be required, depending on the number of active mailboxes and depending on whether SQL Server or MSDE are also running on the same machine. e-FAQ also requires at least 1 GB of available disk space.

[Q094099542300426]

If you feel this message DID NOT adequately address your concerns, you may send a reply (including this message) and your e-mail will be handled directly by one of our representatives as soon as possible.

Sincerely,

Your Company
(via e-FAQ)

For more info on e-Faq, please visit:
<http://www.inin.com/products/e-FAQ>.

-----Original Message-----

From: Doe, John [mailto:JohnD@somedomain.com]
Sent: Fri, 9 Jun 2000 10:08:27 -0500
To: efaq@inin.com
Subject: Question

What are the system requirements for e-FAQ Servers?

(Please do not delete or modify the following line.)
<eFAQMsgId:397B6625D4AE558977454EB084890C32056C>

Fig. 12

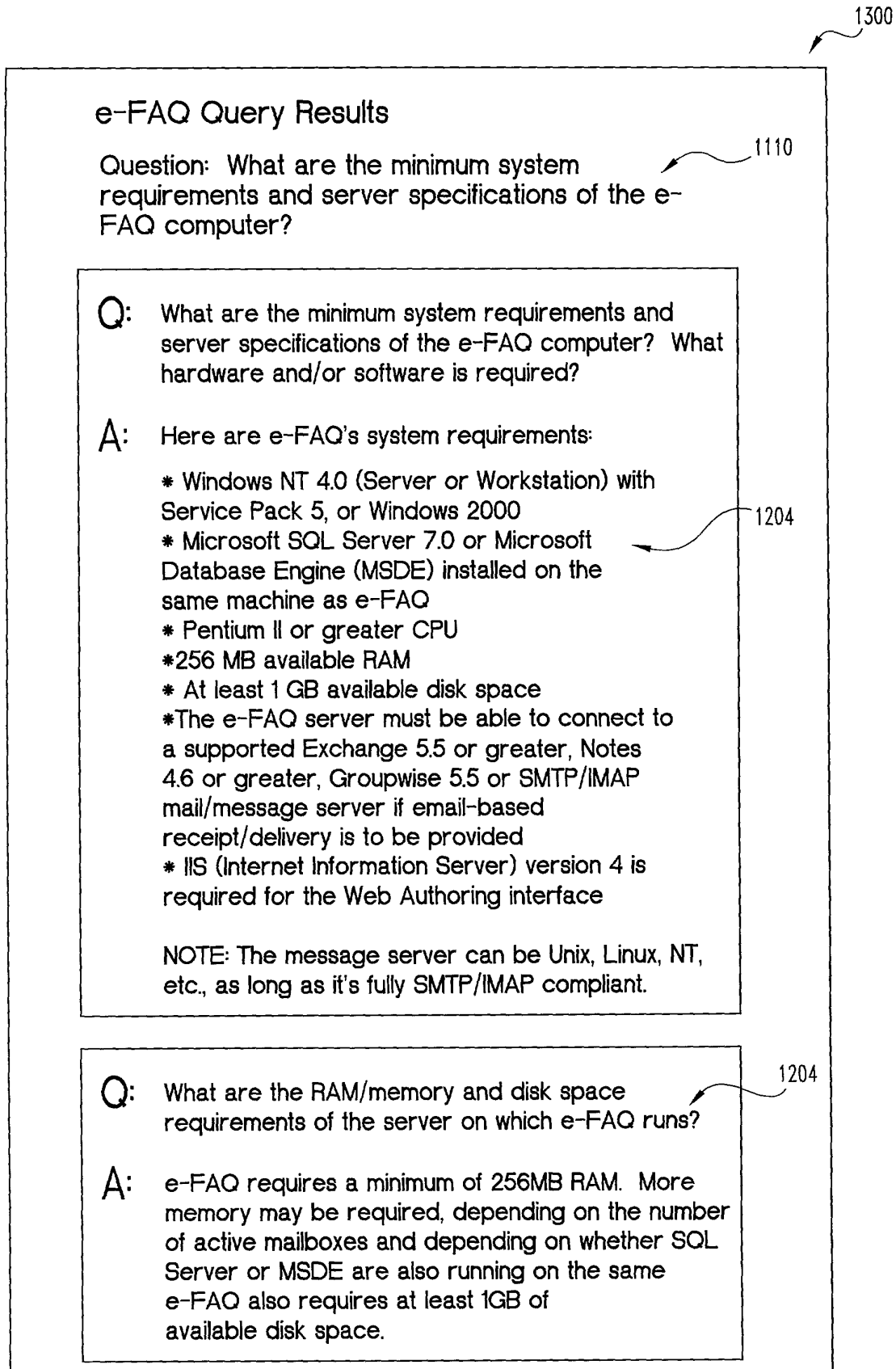


Fig. 13

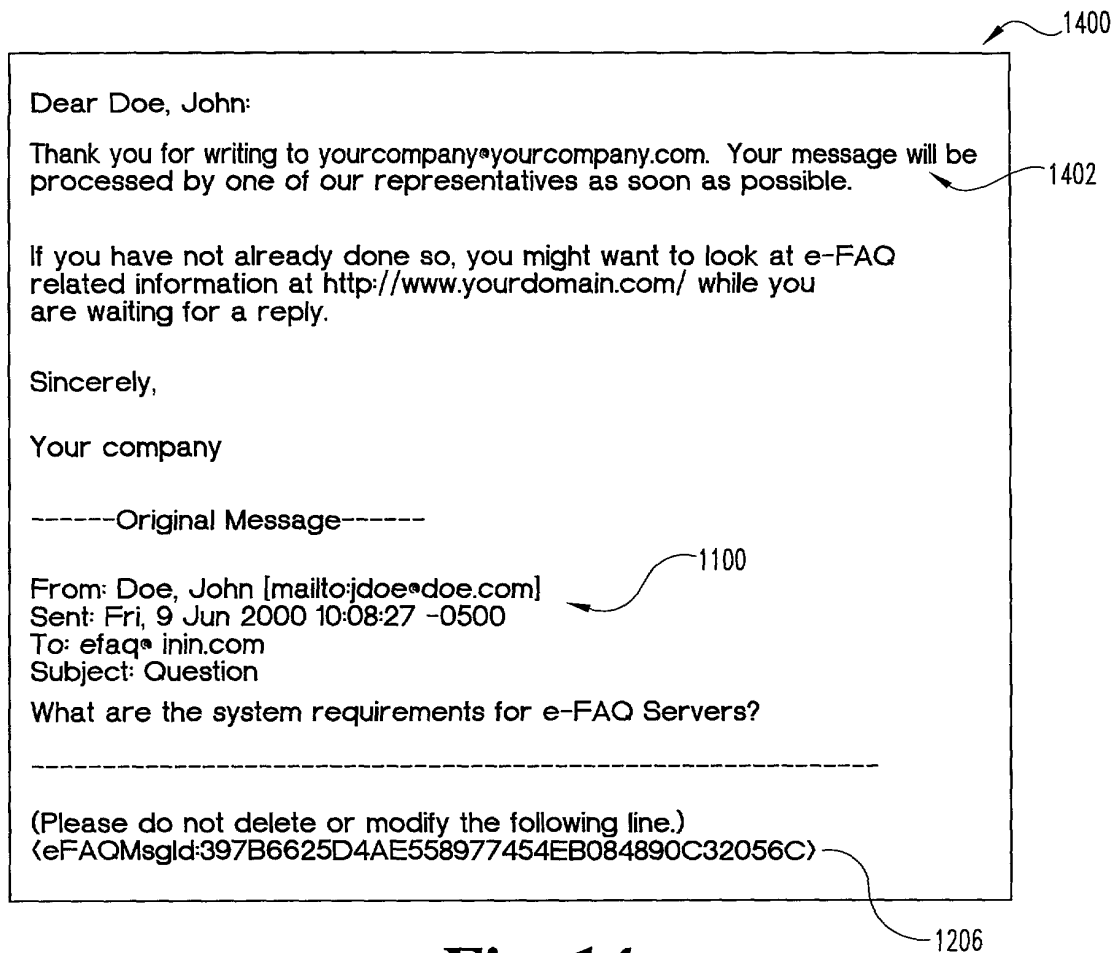


Fig. 14

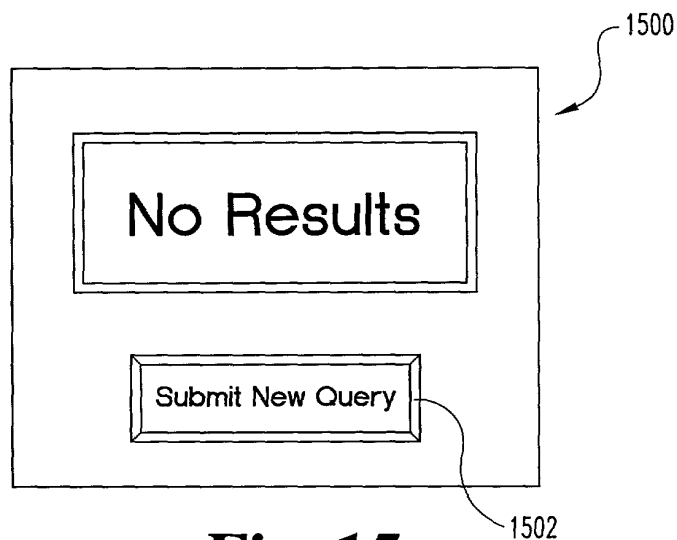


Fig. 15

Support Options

If e-FAQ was unable to provide an adequate response to your query, you may request one of the following support options:

☒ E-mail

jdoe@doe.com

☐ Web Callback

enter phone number

☐ Web Chat

Name:

Question:

What are the minimum system requirements and server specifications of the e-FAQ computer?

Additional Comments:

Submit

Note: Business hours are Monday-Friday, 8:00am - 5:00pm, Indiana Time. Requests submitted after 5:00pm will be handled the next business day.

Fig. 16

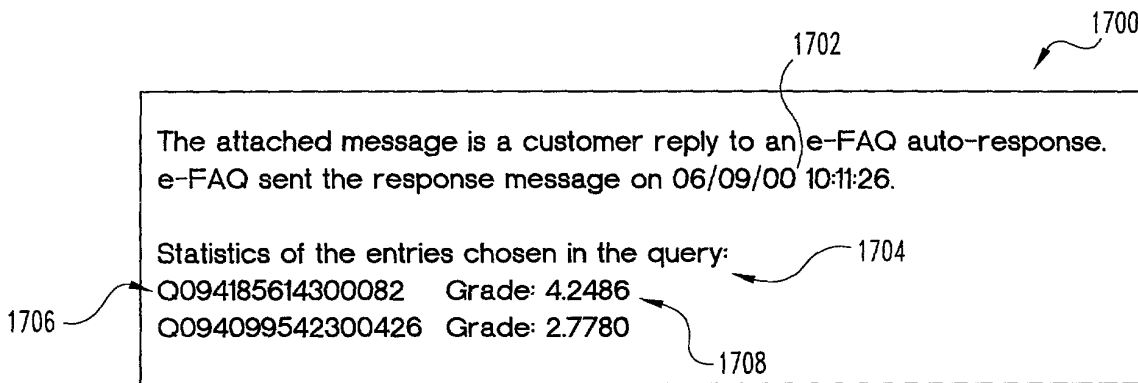


Fig. 17

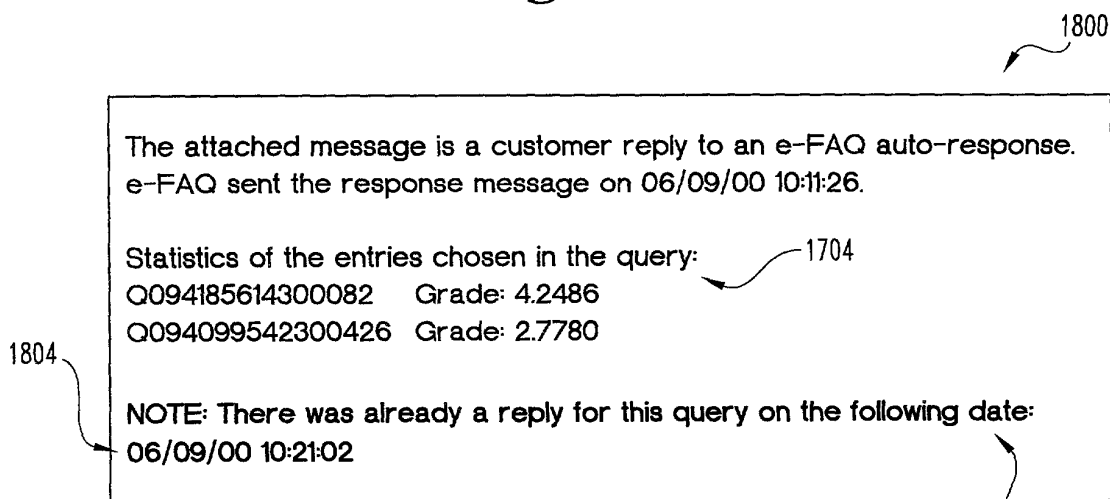


Fig. 18

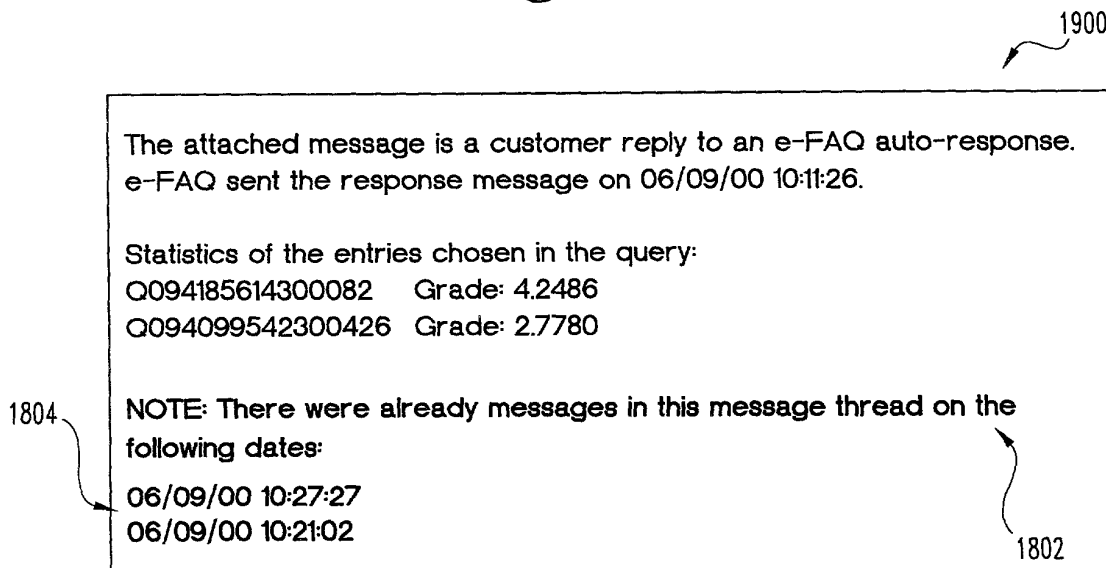


Fig. 19

0931309-03164

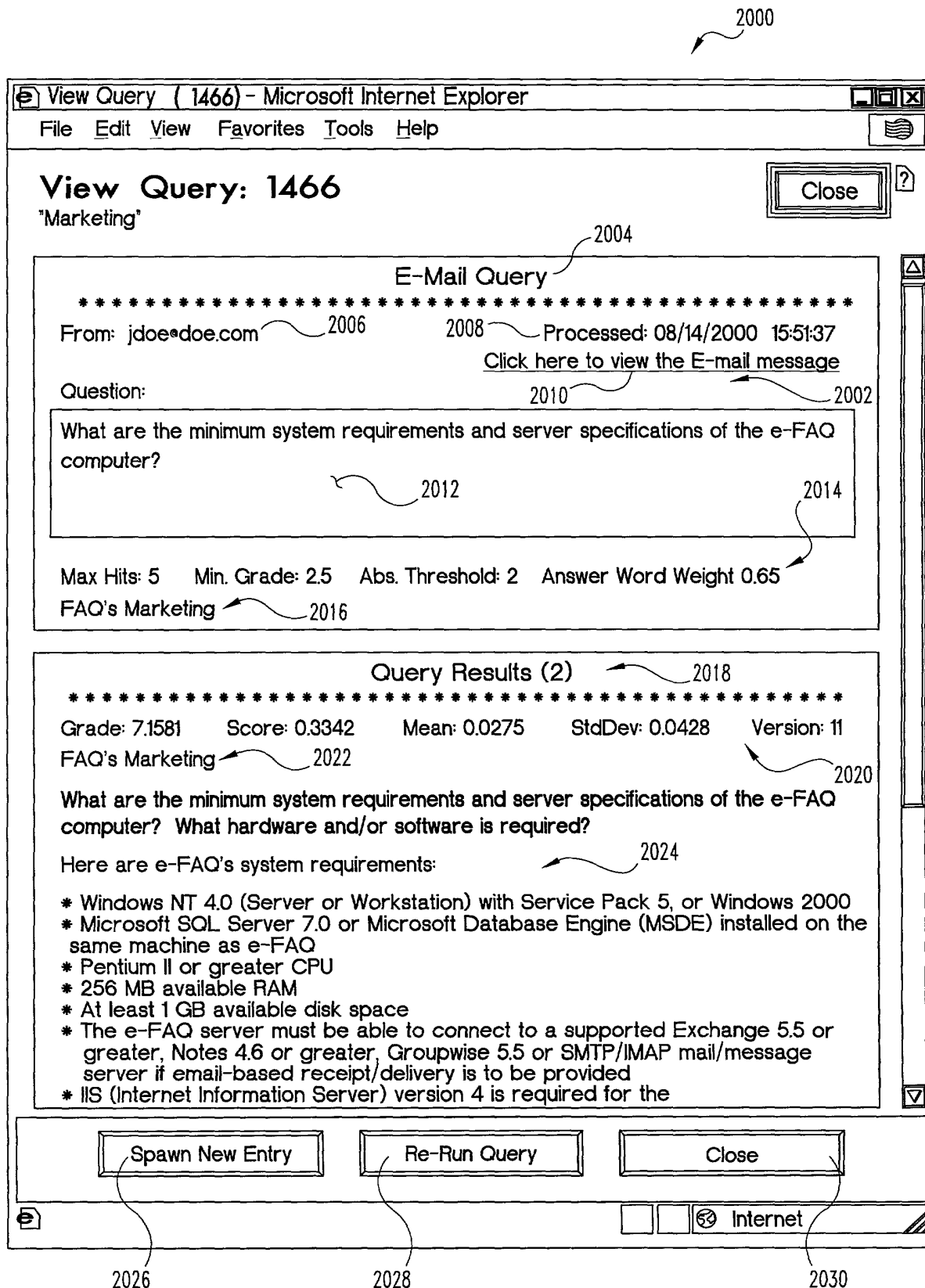


Fig. 20

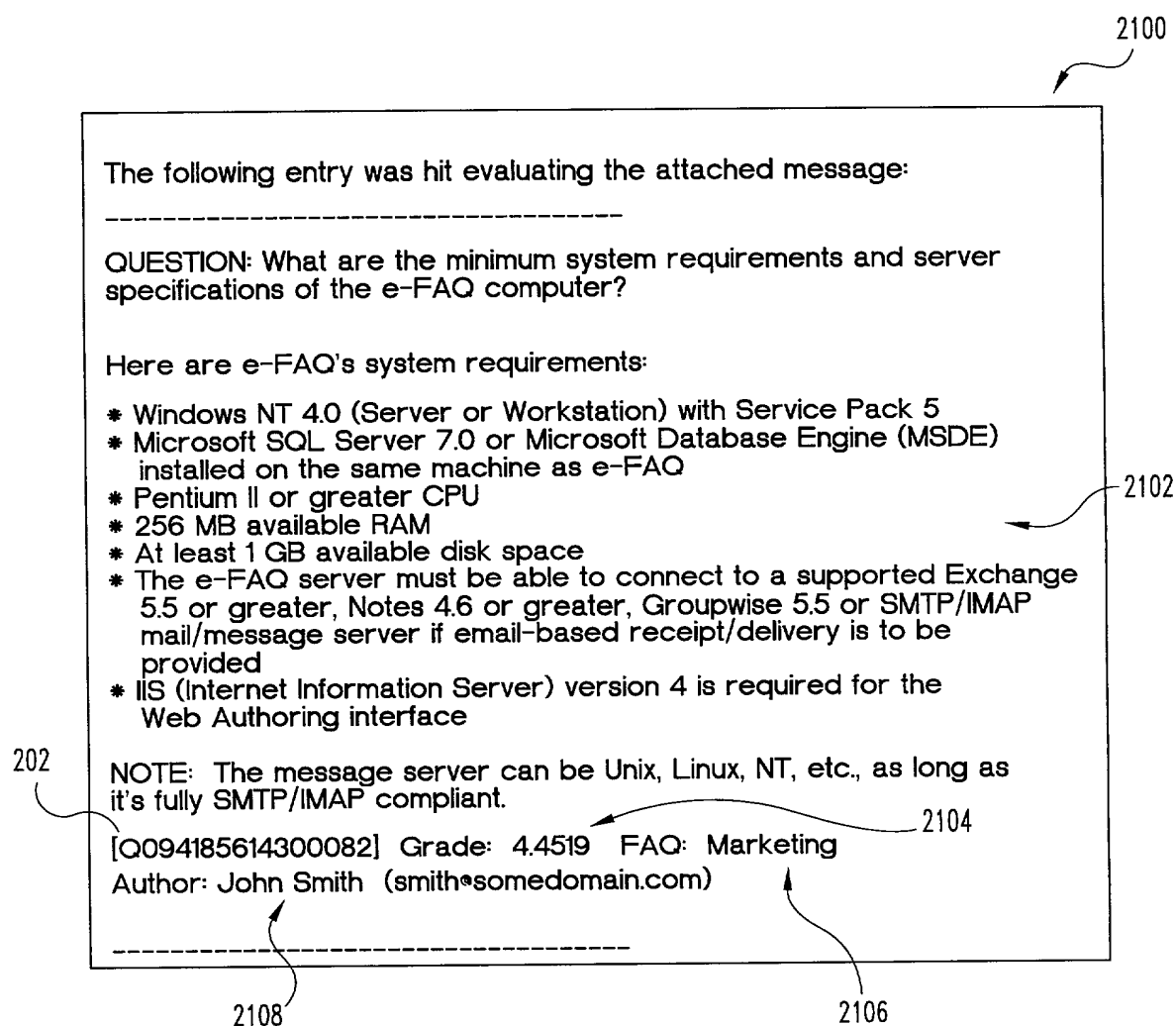


Fig. 21

Usage History Results (Marketing) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Usage: Marketing Close

All Questions (8/14/00 to 8/14/00)

2202

Number of Results: 19 Page 1 of 1

Result Num	Query Type	Num of Answers	Question Asked
1 2204		2 2206	Installation licences, Hi, We have 2 networks in our EIC environment, one for testing and development and the other for demo, we would like to install e-FAQ on both in order to test and demo to clients but we only get one licence, is it possible to get another licence
2		0	What are the benefits?
3		1	test
4		1	how many questions can efaq handle per hour?
5		1	what is the typical cost for efaq?
6		1	how long does it take to install efaq?
7		2	what are the hardware requirements for efaq
8		3	where can I purchase efaq
9		1	why is the sky blue?
10		2	why is the efaq so cheap?
11		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
12		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
13		0	How does E-FAQ work?
14		1	What is e-FAQ??
15		2	Will eFAQ display FAQ lists in rank of used or useful information?
16		1	What is e-FAQ??
17		2	FAQ
18		4	Do you have customers?
19		4	does e-FAQ help me get lucky?

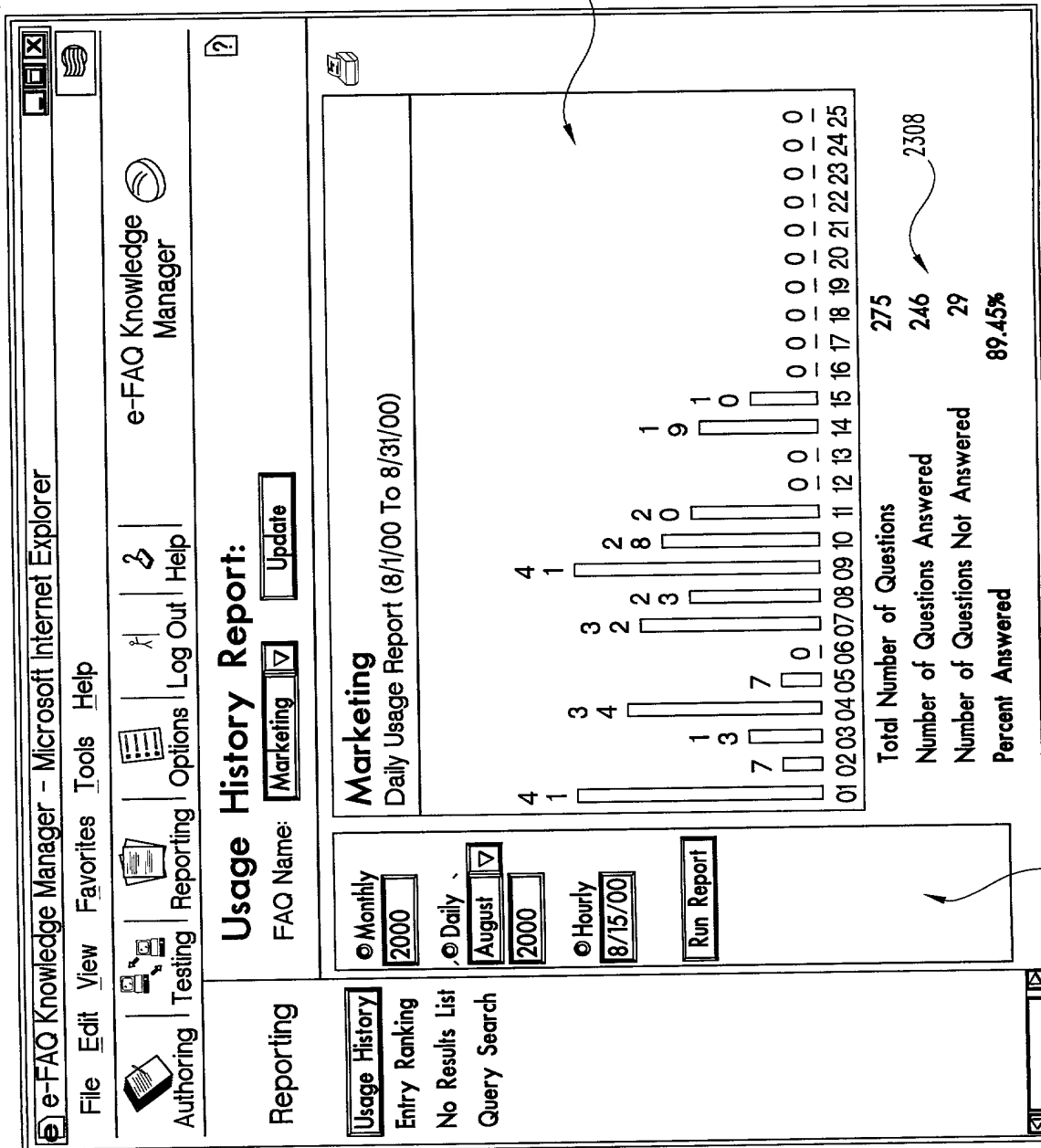
2208

[Top of Page]

Internet

Fig. 22

2300



2300

Fig. 23

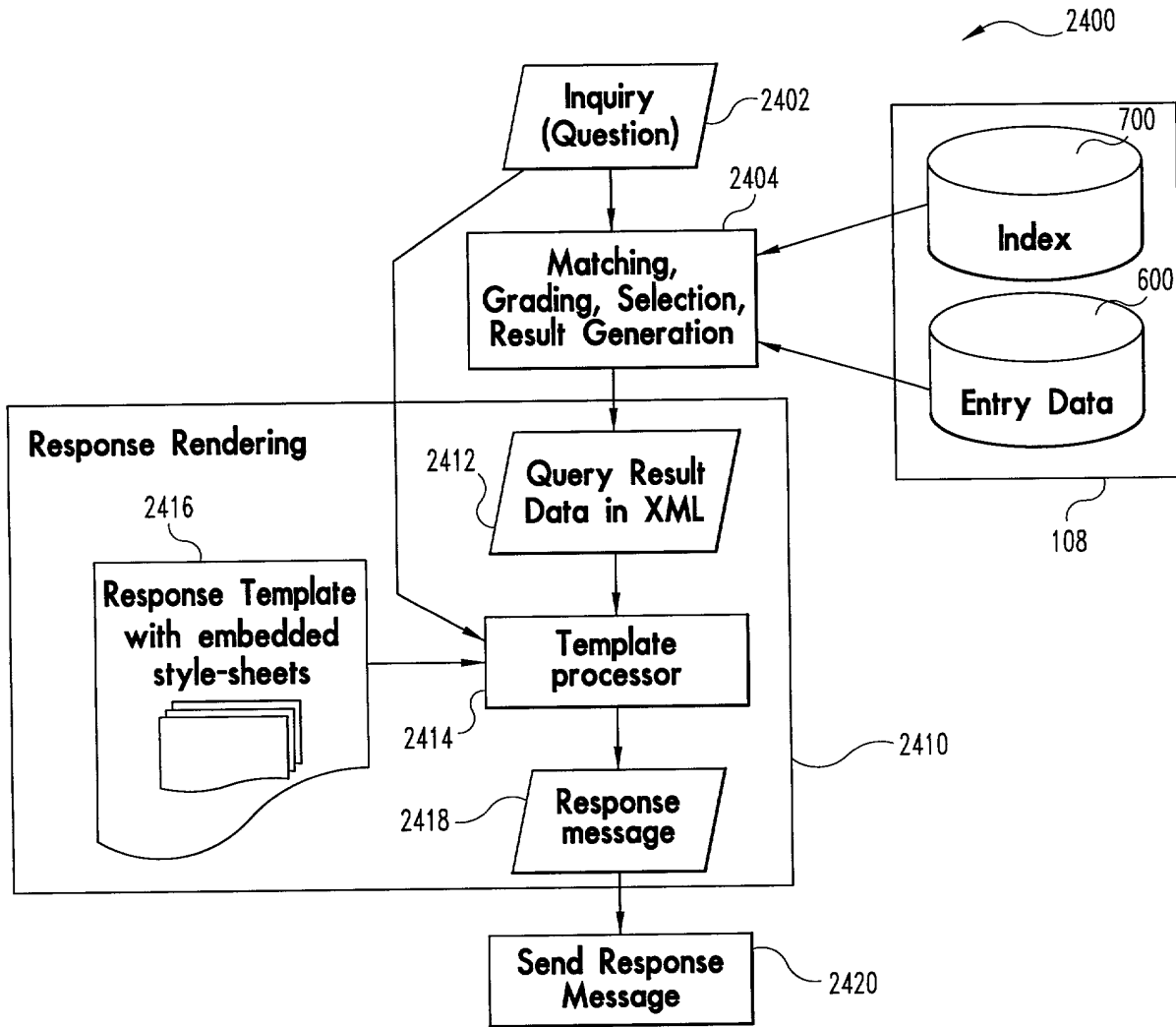


Fig. 24

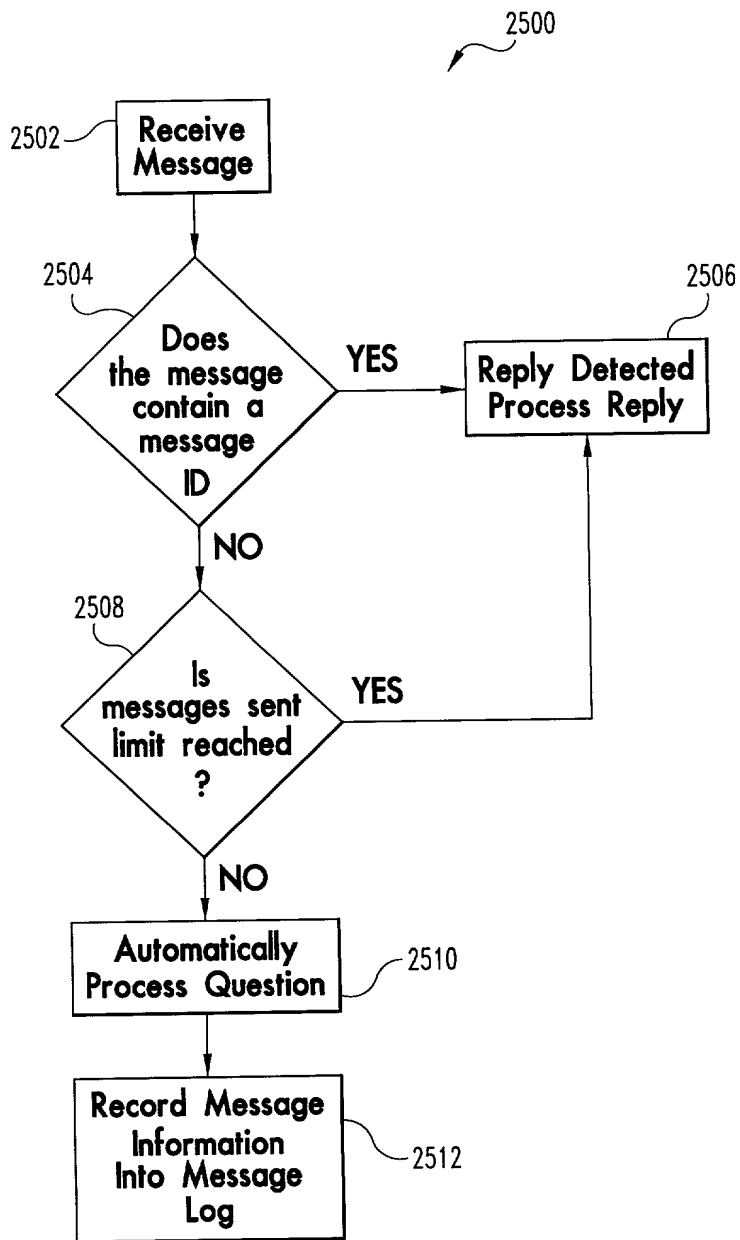


Fig. 25

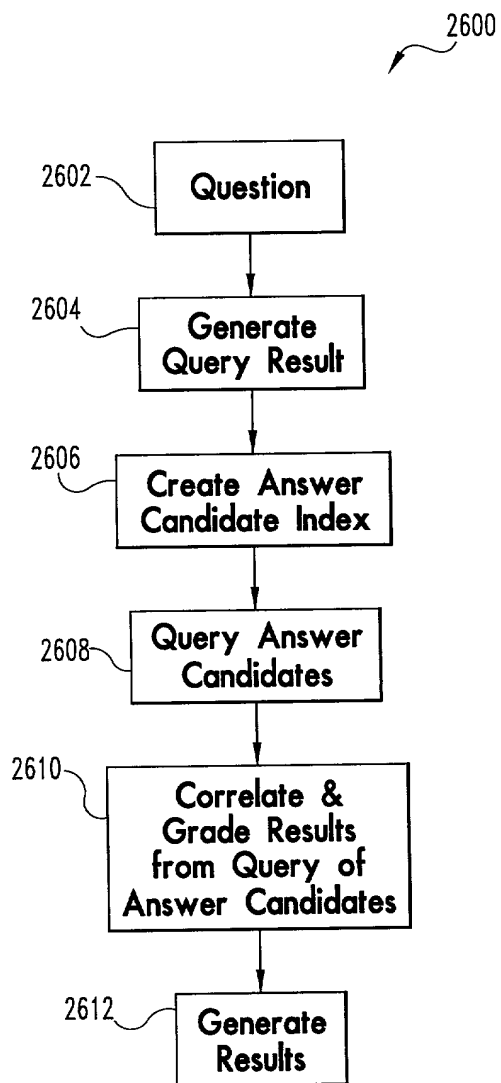


Fig. 26

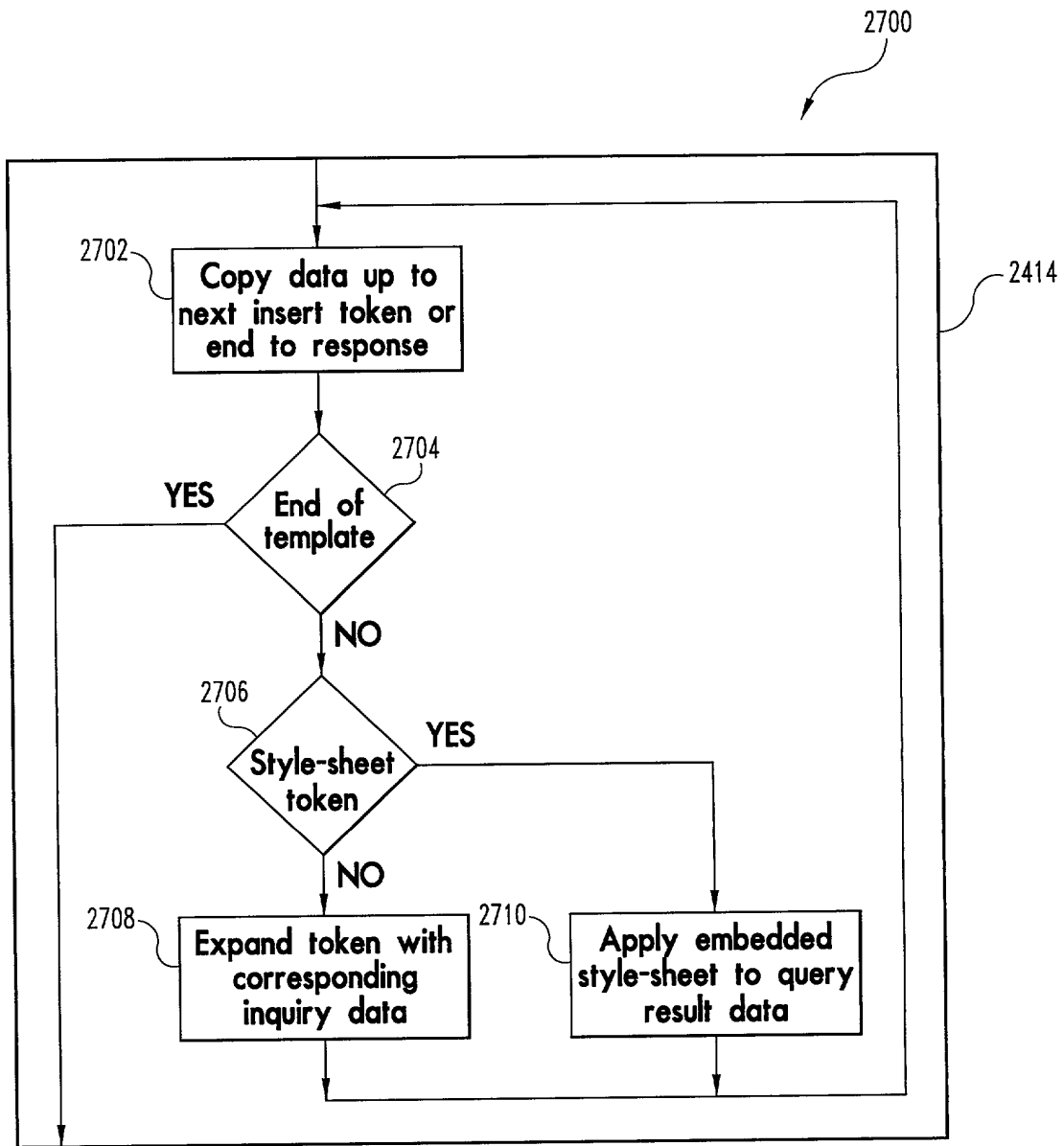


Fig. 27

```

<?xml version="1.0"?>
<!-- ***** -->
<!-- Template for Query Replies. -->
<!-- This template is used to generate message sent to the customer when the -->
<!-- question matched at least one Entry in the FAQ. -->
<!-- ***** -->
<!DOCTYPE HTML[
  <!ENTITY nbsp "&#160;">
]>
<RESPONSE-TEMPLATE>
  <!-- ***** -->
  <!-- Template for the message body -->
  <!-- ***** -->
  <RESPONSE-BODY>
    <HTML><BODY>
      Dear <SENDERNAME default="Customer"/>:
      <P>
        Thank you for writing to <MAILBOX-ADDRESS/>. Your email has been
        received and initially processed by our system.
        This is an automated response generated by matching
        your message against our database of frequently asked questions.
      </P>
      <P>
        Based on your inquiry, the following
        <QUERYRESULTS-COND count="1">entry seems</QUERYRESULTS-COND>
        <QUERYRESULTS-COND count="2+">entries seem</QUERYRESULTS-COND>
        most appropriate:
      </P>
      <QUERYRESULTS/>
      <P>
        If you feel this message DID NOT adequately address your concerns,
        you may send a reply (including this message) and your e-mail will
        be handled directly by one of our representatives as soon as possible.
      </P>
      <P>Sincerely, </P>
      <P>Your Company <BR/>
      (via e-FAQ)
      </P>
      <BR/>
      <P>
        For more information on e-FAQ, please visit:<BR/>
        <A href="http://www.inin.com/products/e-FAQ">http://www.inin.com/products/e-FAQ</A>.
      </P>

```

Fig. 28A


```

</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="QUESTION">
  <P>
    <B><xsl:text>QUESTION: </xsl:text></B>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="ANSWER">
  <P>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- Process data for question and answer bodies -->
<xsl:template match="*[node()]" mode="QA"><xsl:copy><xsl:apply-templates select="*[node()]"
  mode="QA"/></xsl:copy></xsl:template>
<xsl:template match="NBSP" mode="QA">&nbsp;</xsl:template>
<xsl:template match="A" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [URL] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!="> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="a" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [URL] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!="> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="LIT" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
<xsl:template match="IGNORE" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
</xsl:stylesheet>
</QUERYRESULTS-STYLE>
</RESPONSE-TEMPLATE>

```

Fig. 28C